

HP Quality Center Synchronizer

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Installation Guide

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This guide's title page contains the following identifying information:

- Software Version number, which indicates the software version.
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- Software Release Date, which indicates the release date of this version of the software.

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Welcome to This Guide

Welcome to HP Quality Center Synchronizer. Quality Center Synchronizer enables you to synchronize Quality Center data with data in another application. You can synchronize the following:

- ▶ Requirements between Quality Center and Rational RequisitePro
- ▶ Defects between Quality Center and Rational ClearQuest
- ▶ Defects between two Quality Center projects

This guide describes how to install and configure Quality Center Synchronizer.

Note: The usage of HP Quality Center Synchronizer or HP Quality Center Synchronizer Adapter SPI to develop an adapter for Quality Center is not supported.

How This Guide is Organized

The Quality Center Synchronizer Installation Guide describes the system requirements and installation process for Quality Center Synchronizer.

It contains the following chapters:

Chapter 1 **Installing Quality Center Synchronizer**

Describes how to install and configure the Quality Center Synchronizer, how to start Quality Center Synchronizer, and how to uninstall Quality Center Synchronizer.

Chapter 2 **Installation Troubleshooting**

Troubleshooting suggestions for dealing with issues related to the Quality Center Synchronizer installation.

Documentation Set

The Quality Center Synchronizer documentation set includes the following guides and references:

HP Quality Center Synchronizer User Guide explains how to create and manage synchronization links to synchronize data between Quality Center and other applications.

HP Quality Center Synchronizer Installation Guide explains how to install and configure Quality Center Synchronizer.

Readme provides last-minute news and information about Quality Center Synchronizer.

To access the documentation set:

- ▶ To access the **Quality Center Synchronizer User Guide**, from the Synchronizer, select **Help > User Guide**. Alternatively, select **Start > Programs > HP Quality Center Synchronizer Client > User Guide**.
- ▶ For the most up-to-date versions of these documents, see the HP Quality Center Add-ins page. From the main Quality Center window, select **Help > Add-ins Page**.
- ▶ All documents are available on the Quality Center installation DVD in the **Quality Center Synchronizer** folder.

Welcome to This Guide

1

Installing Quality Center Synchronizer

This chapter describes how to install Quality Center Synchronizer.

This chapter includes:

- ▶ [The Installation Process](#) on page 12
- ▶ [The Quality Center Synchronizer System](#) on page 13
- ▶ [System Configurations](#) on page 14
- ▶ [Installing the Quality Center Synchronizer Server](#) on page 18
- ▶ [Installing the Quality Center Synchronizer Client](#) on page 27
- ▶ [Starting and Stopping the Quality Center Synchronizer Service](#) on page 28
- ▶ [Starting the Quality Center Synchronizer Client](#) on page 29
- ▶ [Uninstalling Quality Center Synchronizer](#) on page 32
- ▶ [Upgrading the Quality Center Synchronizer](#) on page 34

The Installation Process

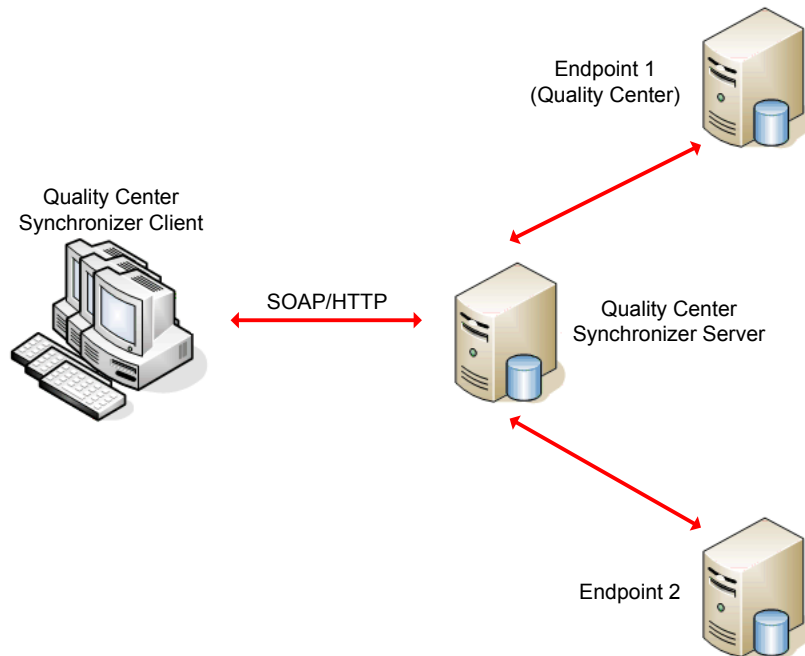
Installing and starting Quality Center Synchronizer involves the following steps:

- 1** Review the Synchronizer system structure to plan the installation in your network. For more information, see "The Quality Center Synchronizer System" on page 13.
- 2** Make sure that your system meets the minimum requirements. For more information on the minimum requirements for the Synchronizer server and client machines, and the supported endpoint versions, see "System Configurations" on page 14.
- 3** Install the Synchronizer server on the server machine. For more information, see "Installing the Quality Center Synchronizer Server" on page 18.
- 4** Install the Synchronizer client on the client machine. For more information, see "Installing the Quality Center Synchronizer Client" on page 27.
- 5** Start the Synchronizer server. For more information, see "Starting and Stopping the Quality Center Synchronizer Service" on page 28.
- 6** Start the Synchronizer client and log in. For more information, see "Starting the Quality Center Synchronizer Client" on page 29.

The Quality Center Synchronizer System

This section describes how the Synchronizer system is structured, and how synchronization link data is stored.

The following diagram illustrates the Quality Center Synchronizer network configuration:



The Synchronizer contains the following components:

- ▶ **Quality Center Synchronizer Client.** Displays current links, and provides a user interface for the user to create and manage links, and run link tasks. Sends requests from the user to the Synchronizer server. Communicates with the Quality Center Synchronizer server using the SOAP protocol over HTTP.
- ▶ **Quality Center Synchronizer Server.** Synchronizes data between Quality Center and other applications. Manages synchronization and communication between endpoints, and retrieves and stores information in an integrated database. In addition, the server manages connections to link endpoints using the endpoints' application programming interface (API), which must be installed on the server machine.

The client and server components can reside on the same machine or on separate machines.

When you install the Synchronizer server, the PostgreSQL 8.3 database management system is also installed. Link data is stored in a database that is created in PostgreSQL during the installation process. For example, the database stores identity mappings between records in each endpoint of a link by storing the unique IDs of corresponding records in a database table.

System Configurations

This section describes the minimum server and client system configurations for installing the Quality Center Synchronizer, as well as the supported endpoints.

This section includes:

- ▶ "Server System Configurations" on page 15
- ▶ "Client System Configurations" on page 16
- ▶ "Supported Endpoints" on page 17

Server System Configurations

You must install the Quality Center Synchronizer server on a dedicated server machine that meets the following requirements:

- ▶ The Quality Center Synchronizer server machine must not be used as Quality Center, ClearQuest, or RequisitePro server.
- ▶ The Quality Center Synchronizer server cannot be installed on a machine that already has a separate PostgreSQL installation. The Quality Center Synchronizer server works only with the PostgreSQL instance that is installed with the Synchronizer server.

Following are the minimum server system configurations for the Quality Center Synchronizer.

CPU	Pentium IV or equivalent x86 compatible processor minimum
Memory (RAM)	1 GB minimum
Free Disk Space	500 MB minimum
Operating System	<ul style="list-style-type: none"> ▶ Microsoft Windows XP with Service Pack 2 ▶ Microsoft Windows 2003 Server with Service Pack 2 <p>Note: Microsoft Windows 64-bit editions are not supported.</p>

Client System Configurations

Following are the system requirements for the Quality Center Synchronizer client.

CPU	Pentium III or equivalent x86 compatible processor minimum
Memory (RAM)	512 MB minimum
Free Disk Space	5 MB minimum
Operating System	<ul style="list-style-type: none">▶ Microsoft Windows 2000 with Service Pack 4▶ Microsoft Windows XP with Service Pack 2▶ Microsoft Windows 2003 Server with Service Pack 2▶ Microsoft Windows Vista <p>Note: Microsoft Windows 64-bit editions are not supported.</p>
Client Software	Microsoft .NET Framework 2.0 or later

Supported Endpoints

Synchronization is supported between the following endpoint applications:

Type of Entity Synchronized	Endpoint Type 1	Endpoint Type 2
Defects	Quality Center 9.2 and later	Rational ClearQuest 2003.06.15; 2003.06.16; 7.0; and 7.0.1
Defects	Quality Center 10.00 Premier Edition	Quality Center 10.00 Premier Edition
Requirements	Quality Center 9.2 and later	Rational RequisitePro 2003.06.15; 2003.06.16; 7.0; and 7.0.1

Note: For the most up-to-date list of supported Rational ClearQuest and Rational RequisitePro versions, see the HP Quality Center Add-ins page (available from the Quality Center **Help** menu).

Installing the Quality Center Synchronizer Server

This section explains how to install and configure the Synchronizer server.

This section includes the following topics:

- ▶ "Server Installation Notes and Guidelines" on page 18
- ▶ "Installing the Synchronizer Server" on page 19
- ▶ "Verifying User Permissions for Service Logon" on page 25

Server Installation Notes and Guidelines

Consider the following notes and guidelines before installing the Synchronizer server:

- ▶ If you are upgrading from a previous version of the Synchronizer, see "Upgrading the Quality Center Synchronizer" on page 34.
- ▶ You must remove any applications that use ports 1098 or 1099.
- ▶ By default, the Synchronizer uses port 7064. You must remove any applications that use this port or change the port used by the Synchronizer. For information on changing the Quality Center Synchronizer port, refer to HP Software Self-solve knowledge base article KM306335 (<http://h20230.www2.hp.com/selfsolve/document/KM306335>).
- ▶ To enable synchronization between Rational ClearQuest and Quality Center, you must install a ClearQuest client on the Synchronizer server machine.
- ▶ To enable synchronization between Rational RequisitePro and Quality Center, you must install a RequisitePro client on the Synchronizer server machine.
- ▶ To enable use of the Quality Center API, you must install a Quality Center client on the Synchronizer server machine.
- ▶ If you encounter problems during the Quality Center Synchronizer installation process, see Chapter 2, "Installation Troubleshooting" for troubleshooting suggestions.

Installing the Synchronizer Server

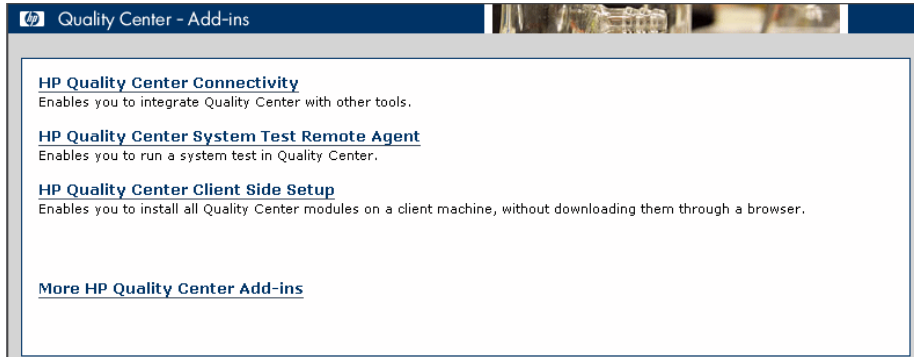
You can install the Synchronizer server from the Quality Center Add-ins page. You can also install the Synchronizer from the Quality Center installation DVD.

To install the Synchronizer server from the Add-ins page:

- 1 Uninstall any previous versions of the Synchronizer server. For more information, see "Uninstalling Quality Center Synchronizer" on page 32.
- 2 Open your Web browser and type your HP Quality Center URL: `http://<Quality Center server name>[:<port number>]/qcbn`. The HP Quality Center Options window opens.



- 3 Click the **Add-ins Page** link. The HP Quality Center Add-ins page opens.

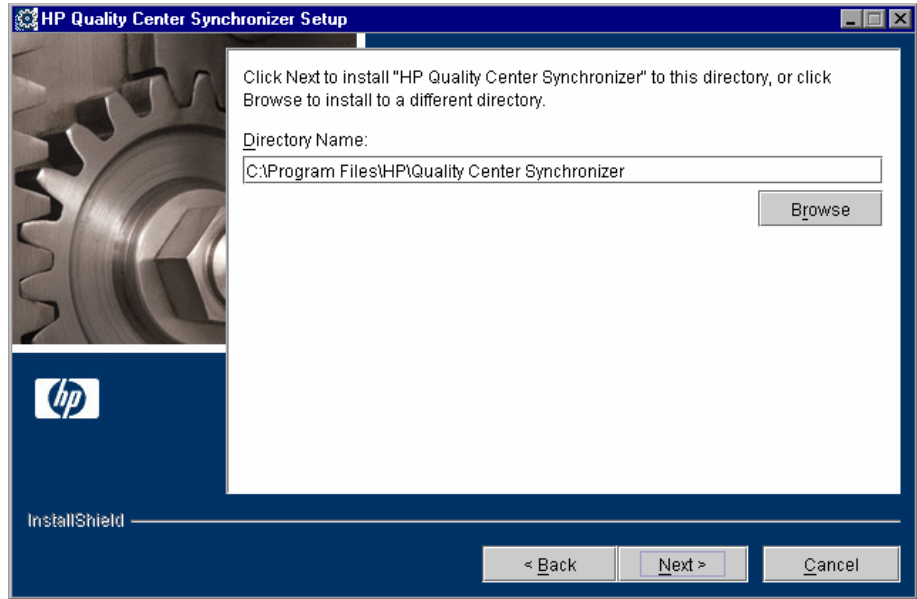


- 4 Click the **More HP Quality Center Add-ins** link. The More HP Quality Center Add-ins page opens.
- 5 Under **Quality Center Administrator Add-ins**, under **Synchronization Tool Add-ins**, click the **Quality Center Synchronizer** link. The Quality Center Synchronizer page opens.
- 6 Right-click the **Download Quality Center Synchronizer Server** link and click **Save Target As**. The Save As dialog box opens.
- 7 In the Save As dialog box, select a location on your Synchronizer server machine to save the installation file and click **Save**.
- 8 Unzip the saved file to a location on your Synchronizer server machine and run the **setup.exe** file. The installation wizard opens.
- 9 In the Welcome dialog box of the installation wizard, click **Next**. The License Agreement dialog box opens.

To accept the terms of the license agreement, select **I accept the terms of the license agreement**.

Click **Next**.

- 10 The Installation Location dialog box opens.

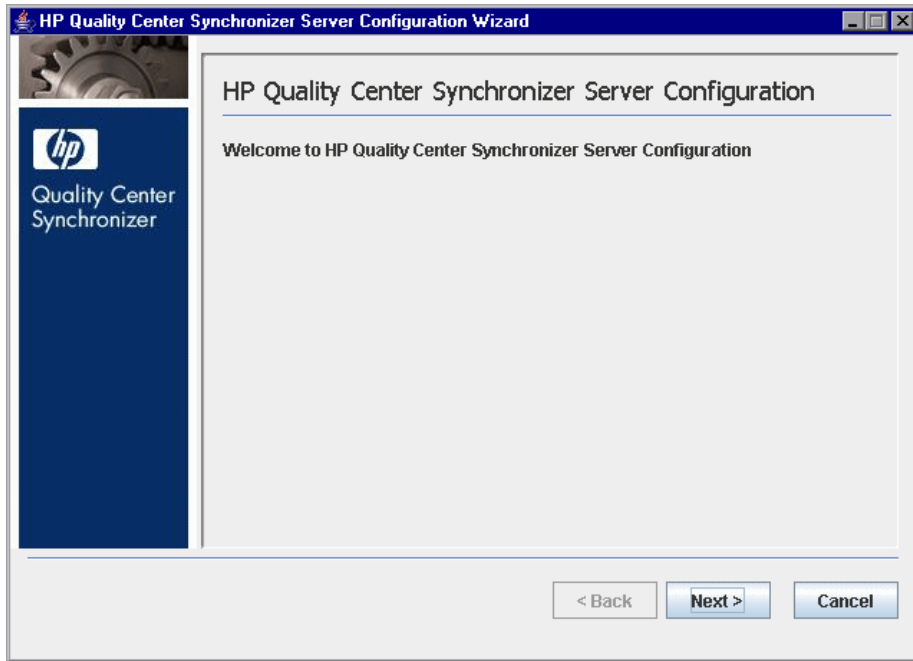


In the **Directory Name** box, specify the location where you want to install the Synchronizer. You can click the **Browse** button, select a location, and click **Open**.

Click **Next**.

- 11 The Summary Information dialog box opens. Click **Next** to start the installation process.
- 12 When the installation process completes, the Installation Complete dialog box opens. Click **Finish** to proceed to the server configuration process.

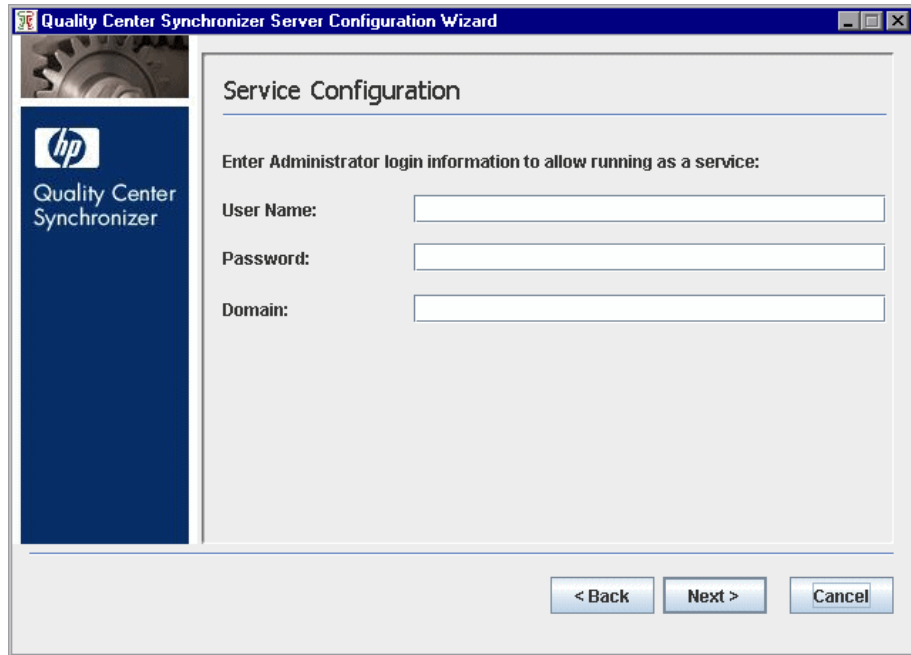
13 The Synchronizer Server Configuration wizard opens.



The configuration wizard installs and configures the PostgreSQL database management system, and creates a service on the Synchronizer server machine.

Click **Next**.

- 14 The Service Configuration dialog box opens.



Enter the **User Name**, **Password**, and **Domain** for a Windows domain user with administrator permissions. The user must have permissions to log on as a service. This user must also have the required settings to use endpoint connectivity.

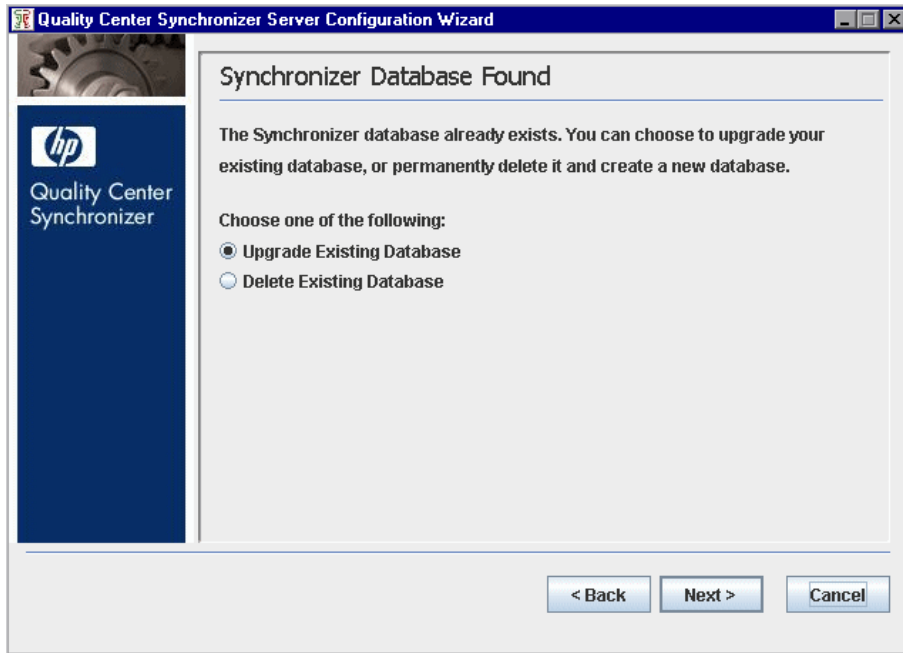
For more information about permissions to log on as a service, see "Verifying User Permissions for Service Logon" on page 25.

For more information on endpoint connectivity, refer to the appropriate appendix in the *Quality Center Synchronizer User Guide*.

Click **Next**.

- 15 If you have been working with a previous version of the Synchronizer, a message box opens asking you if you want to upgrade to the latest database server version. Click **Yes**.

16 The Synchronizer Database Found dialog box opens.



Select a database option:

- ▶ **Upgrade Existing Database.** Upgrades the existing database. When you upgrade, the database is first backed up, and the backup file is created in the `C:\postgres` directory in the following format:
SAVEDBACKUP<_yyyy_MM_dd_HH_mm_SynchronizerVersion>.backup.
For example, SAVEDBACKUP_2008_12_31_11_45_1.3.backup.
- ▶ **Delete Existing Database.** Deletes the existing database and creates a new database.

Caution: Deleting the database permanently deletes all Quality Center Synchronizer link data.

Click **Next**. If you selected to delete the existing database, click **OK** in the confirmation box.

- 17** The Synchronizer Configuration Information dialog box opens. Click **Next** to start the configuration.
- 18** When the configuration completes, the configuration results dialog box opens. Click **Finish**.
- 19** A message box opens asking if you want to start the Synchronizer service. Click **Yes** if you want to start the service now. If you click **No**, you will need to start the service manually to begin working with the Synchronizer.

To install the Synchronizer server from the Quality Center installation DVD:

- 1** Uninstall any previous versions of the Synchronizer server. For more information, see "Uninstalling Quality Center Synchronizer" on page 32.
- 2** Check the Quality Center Synchronizer Add-in page to ensure you are installing the most up-to-date version of the Synchronizer. For information on opening the Quality Center Synchronizer Add-in page, see step 2 on page 19.
- 3** To install the Synchronizer from the Quality Center installation DVD, in the **Quality Center Synchronizer** folder, unzip the **QCSyncServer.zip** file to a location on your Synchronizer server machine. Run the **setup.exe** file and continue installation from step 9 on page 20.

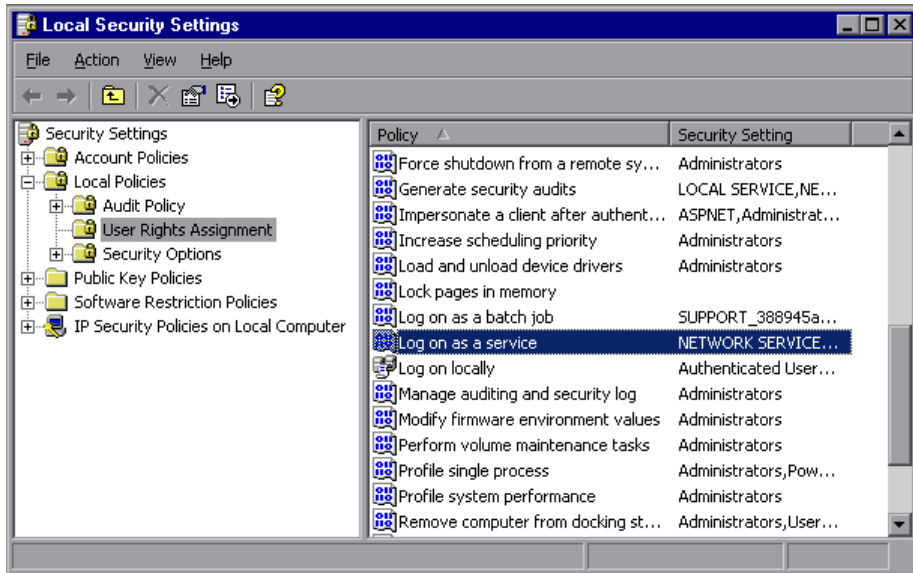
Verifying User Permissions for Service Logon

The user account you enter during server configuration must have permissions to log on as a service. For more information, see "Installing the Quality Center Synchronizer Server" on page 18.

To verify user permissions for service logon:

- 1** From the **Start** menu, select **Run** and type **secpol.msc**.

- 2 Click **OK**. The Local Security Settings dialog box opens.



- 3 Under **Security Settings**, expand **Local Policies** and select **User Rights Assignments**. In the right pane, double-click **Log on as a service**. The Log on as a service Properties dialog box opens.
- 4 Verify that your user is listed, or click **Add User or Group** to add it to the list.

Installing the Quality Center Synchronizer Client

After you install the Synchronizer server, you can install the Synchronizer client. You download and install the Synchronizer client from the Quality Center Add-ins page. You can also install the Synchronizer client from the Quality Center installation DVD.

Note: If you have been working with a previous version of the Quality Center Synchronizer client, it is detected and uninstalled as part of the installation process.

To install the Synchronizer client from the Add-ins page:

- 1 Open the Quality Center Synchronizer Add-in page. For more information on opening the Quality Center Synchronizer Add-in page, see "Installing the Synchronizer Server" on page 19.
- 2 Click the **Download Quality Center Synchronizer Client** link.
- 3 Follow the instructions on your screen to complete the installation of the Synchronizer client.

To install the Synchronizer client from the Quality Center installation DVD:

- 1 Check the Quality Center Synchronizer Add-in page to ensure you are installing the most up-to-date version of the Synchronizer client. For more information on opening the Quality Center Synchronizer Add-in page, see "Installing the Synchronizer Server" on page 19.
- 2 To install the Synchronizer client from the Quality Center installation DVD, in the **Quality Center Synchronizer** folder, double-click the **QCSyncClient.msi** file.
- 3 Follow the instructions on your screen to complete the installation of the Synchronizer client.

Starting and Stopping the Quality Center Synchronizer Service

This section describes how to start and stop the Synchronizer service.

Starting the Quality Center Synchronizer Service

You start the Synchronizer service from the Synchronizer server machine. The Synchronizer service must be running to work with the Synchronizer client.

If you encounter problems starting the Synchronizer service, see "Synchronizer Service Does Not Start" on page 41 for troubleshooting suggestions.

To start the Quality Center Synchronizer service:

On the Synchronizer server machine, choose **Start > Programs > HP Quality Center Synchronizer > Start Synchronizer**.

Note: The Synchronizer service is started in the background. It may take a few minutes before the Synchronizer client can connect to the server.

Stopping the Quality Center Synchronizer Service

You stop the Synchronizer service from the Synchronizer server machine.

To stop the Quality Center Synchronizer service:

- 1 Make sure that no tasks are running for any link. You can check whether link tasks are currently running from the **Running** field in the Links Grid. For more information on the Links Grid, refer to the *Quality Center Synchronizer User Guide*.

Tip: To ensure that no tasks can run on any link, disable all links before you stop the Quality Center Synchronizer service. For more information on disabling links, refer to the *Quality Center Synchronizer User Guide*.

- 2 On the Synchronizer server machine, choose **Start > Programs > HP Quality Center Synchronizer > Stop Synchronizer**.

Starting the Quality Center Synchronizer Client

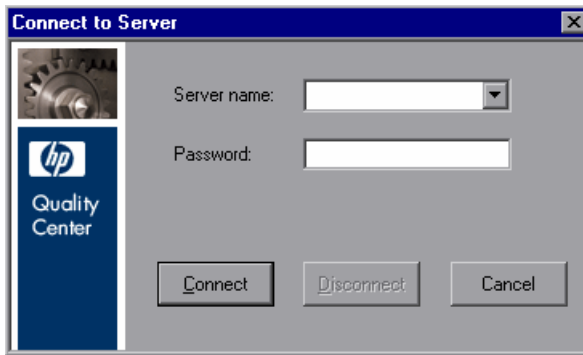
After you have installed the Synchronizer server and client, and started the server, you can start the Synchronizer client and connect to the server.

Notes:

- ▶ You can work with more than one client connected to the server at the same time. To avoid unexpected results, if you work with more than one client, you must make sure that no link is worked on by more than one client at the same time.
 - ▶ The Synchronizer client is automatically disconnected from the Synchronizer server after an extended period of inactivity. For information on reconnecting, see "Disconnecting from and Reconnecting to the Quality Center Synchronizer Server" on page 31.
-

To start the Quality Center Synchronizer client:

- 1 On the Synchronizer client machine, choose **Start > Programs > HP Quality Center Synchronizer Client > Quality Center Synchronizer Client**. The Connect to Server dialog box opens.



- 2 In the **Server name** box, type the machine name of the Synchronizer server to which you want to connect.
- 3 In the **Password** box, type the password for the Synchronizer server. The initial password is blank.

Note: To increase the security of your Quality Center Synchronizer data, change the password from the default blank password as soon as possible. For more information on changing the server password, refer to the *Quality Center Synchronizer User Guide*.

- 4 Click **Connect**. The Synchronizer connects to the server you specified and the Synchronizer client opens.

Tip: To close the Synchronizer client, choose **Connection > Exit**.

Disconnecting from and Reconnecting to the Quality Center Synchronizer Server

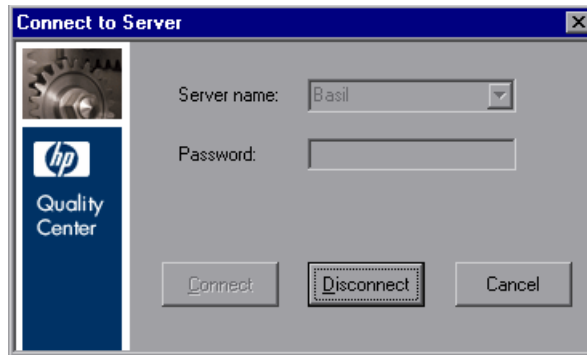
You can disconnect from the Synchronizer server manually when needed. For example, you may want to connect to a different server. Additionally, if you receive a warning that the Synchronizer client is not connected to the server, you need to manually disconnect from the Synchronizer server. This can occur, for example, after an extended period of inactivity.

After you disconnect from a server, you must connect to another server or reconnect to the same server to continue working with the Synchronizer.

To disconnect from and reconnect to a Quality Center Synchronizer server:



- 1 Select **Connection > Disconnect**, or click the **Disconnect** button. The Connect to Server dialog box opens.



- 2 Click the **Disconnect** button. The **Server name** and **Password** boxes become editable.
- 3 Enter the logon credentials as described in step 2 in "Starting the Quality Center Synchronizer Client" on page 30.
- 4 Click the **Connect** button. The Synchronizer connects to the server you specified and the Synchronizer client opens.

Uninstalling Quality Center Synchronizer

This section describes how to uninstall the Synchronizer server and client. It also describes how to uninstall the PostgreSQL database management system.

Uninstalling the Quality Center Synchronizer Server

This section describes how to uninstall the Synchronizer server.

To uninstall the Quality Center Synchronizer server:

- 1** Stop the Synchronizer service. For more information, see "Stopping the Quality Center Synchronizer Service" on page 29.
- 2** On the Synchronizer server machine, choose **Start > Settings > Control Panel > Add or Remove Programs**.
- 3** In the **Currently installed programs** list, select **HP Quality Center Synchronizer**.
- 4** Click **Remove** and follow the instructions on your screen.
- 5** If you have no other applications that use PostgreSQL, uninstall PostgreSQL.

Caution: Do not uninstall PostgreSQL if you are uninstalling the Synchronizer server as part of the upgrade process. During the server installation you can choose to upgrade the existing database or delete it and create a new database.

For more information, see "Uninstalling PostgreSQL" on page 33.

Uninstalling the Quality Center Synchronizer Client

This section describes how to uninstall the Synchronizer client.

Note: If you are upgrading the Quality Center Synchronizer, you do not need to uninstall the Synchronizer client. The previous version is detected and uninstalled as part of the client installation process.

To uninstall the Quality Center Synchronizer client:

- 1** On the Synchronizer client machine, choose **Start > Settings > Control Panel > Add or Remove Programs**.
- 2** In the **Currently installed programs** list, select **HP Quality Center Synchronizer Client**.
- 3** Click **Remove** and follow the instructions on your screen.

Uninstalling PostgreSQL

This section describes how to uninstall the PostgreSQL database management system and delete the PostgreSQL user.

Caution:

- ▶ Uninstalling the PostgreSQL database deletes all Quality Center Synchronizer link data.
 - ▶ You should only uninstall PostgreSQL if there are no other applications that are dependent on it.
-

To uninstall PostgreSQL:

- 1** On the Synchronizer server machine, choose **Start > Settings > Control Panel > Add or Remove Programs**.
- 2** In the **Currently installed programs** list, select the appropriate **PostgreSQL** version.

- 3 Click **Remove** and follow the instructions on your screen.
- 4 Delete the PostgreSQL installation directory. By default, this is **C:\postgres**.

To delete the PostgreSQL user:

- 1 On the Synchronizer server machine, right-click **My Computer** and choose **Manage**. The Computer Management utility opens.
- 2 In the Computer Management utility, under **System Tools**, under **Local Users and Groups**, select **Users**.
- 3 In the users list in the right pane, select the **postgres** user.
- 4 Choose **Action > Delete**. Click **Yes** to confirm.

Upgrading the Quality Center Synchronizer

If a previous version of the Synchronizer is installed, you must upgrade to work with Quality Center Synchronizer 1.30. Consider the following when upgrading:

- ▶ When upgrading from a previous version, you can choose to upgrade the existing database. Upgrading the database enables you to continue working with your existing Synchronizer links and maintains link data. For more information, see "Installing the Synchronizer Server"(step 15 on page 23).
- ▶ If you are working with an earlier version of the Synchronizer using PostgreSQL 8.1, the PostgreSQL database version is upgraded to PostgreSQL 8.3.

To upgrade from a previous version of the Synchronizer:

- 1 Make sure that your system meets the minimum requirements. For more information on the minimum requirements for the Synchronizer server and client machines, and the supported endpoint versions, see "System Configurations" on page 14.
- 2 Uninstall the previous version of the Synchronizer server. For more information, see "Uninstalling Quality Center Synchronizer" on page 32.

- 3** Download and install the Synchronizer server from the HP Quality Center Add-ins page. During installation, select the option to upgrade the existing database. For more information, see "Installing the Quality Center Synchronizer Server" on page 18.
- 4** Install the Synchronizer client on the client machine from the HP Quality Center Add-ins page. You do not need to uninstall the Synchronizer client. The previous version is detected and uninstalled as part of the installation process. For more information, see "Installing the Quality Center Synchronizer Client" on page 27.
- 5** Start the Synchronizer server. For more information, see "Starting and Stopping the Quality Center Synchronizer Service" on page 28.
- 6** Start the Synchronizer client and log in. For more information, see "Starting the Quality Center Synchronizer Client" on page 29.

2

Installation Troubleshooting

This chapter contains troubleshooting suggestions for dealing with issues related to the Quality Center Synchronizer installation.

This chapter includes:

- ▶ [Previous Synchronizer Uninstall Incomplete](#) on page 37
- ▶ [Synchronizer Server Configuration Errors](#) on page 39
- ▶ [Synchronizer Service Does Not Start](#) on page 41
- ▶ [Cannot Connect to an Endpoint](#) on page 41

Previous Synchronizer Uninstall Incomplete

During installation, an error message displays indicating that the previous Synchronizer version was not uninstalled. This can occur even when **HP Quality Center Synchronizer** is not listed in Windows Add or Remove Programs.

This may indicate that a previous Synchronizer installation was not completely uninstalled. References to the previous installation may remain in the **vpd.properties** file, located in the Windows system root folder.

To remove all remaining references to a previous installation:

- 1** Verify that the Synchronizer was uninstalled by checking that it is not listed in Windows Add or Remove Programs.
- 2** Navigate to the Windows system root (**%systemroot%**) folder and backup the **vpd.properties** file.

- 3 In a text editor, open the **vpd.properties** file and delete all rows containing references to Quality Center Synchronizer.

Synchronizer Server Configuration Errors

During installation of the Synchronizer server, the Synchronizer Server Configuration wizard installs and configures the PostgreSQL database management system, and creates a service on the Synchronizer server machine. If a problem is encountered during server configuration, an error message displays in the configuration results dialog box. This section lists problems that may occur and suggestions for handling them.

Problem	Suggested Solution
Installation of PostgreSQL does not complete successfully.	<p>If you uninstalled a previous installation of PostgreSQL, verify that it was removed completely, and rerun the server configuration.</p> <p>For more information on uninstalling PostgreSQL, see "Uninstalling PostgreSQL" on page 33.</p> <p>To rerun the server configuration, navigate to <Quality Center Synchronizer installation directory>\bin and run the run_config_tool.bat file.</p> <p>If the above steps do not resolve the problem, run install_postgre.bat located in the <Quality Center Synchronizer installation directory>\bin directory. Then rerun the server configuration.</p>
Unable to create the Quality Center Synchronizer schema on the PostgreSQL database management system.	<p>Verify that PostgreSQL access is not locked by another user, and rerun the server configuration.</p> <p>To rerun the server configuration, navigate to the <Quality Center Synchronizer installation directory>\bin and run the run_config_tool.bat file.</p>

Problem	Suggested Solution
<p>Installation of the Quality Center Synchronizer service does not complete successfully.</p>	<p>Verify the following:</p> <ul style="list-style-type: none"> ▶ The user account you enter during server configuration has administrator permissions. ▶ The user account you enter during server configuration has permissions to log on as a service. For more information, see "Verifying User Permissions for Service Logon" on page 25. ▶ The user running the installation has administrator permissions on the machine on which the Synchronizer is being installed. <p>Then run the following files located in the <Quality Center Synchronizer installation directory>\bin directory:</p> <ol style="list-style-type: none"> 1 To uninstall any previous version of the service, run stop_and_remove_synchronizer_service.bat. 2 To install the service, run sync_service_install.bat.
<p>Upgrade of the Quality Center Synchronizer database does not complete successfully.</p>	<p>Resolve any problem that caused the upgrade to fail. Then run the following files located in the <Quality Center Synchronizer installation directory>\bin directory:</p> <ol style="list-style-type: none"> 1 To restore the Quality Center Synchronizer database to it's previous state, run run_recovery_tool.bat. 2 To rerun the server configuration, run run_config_tool.bat.

Synchronizer Service Does Not Start

If the Quality Center Synchronizer service does not start, verify the following:

Description	Action
The service was installed with appropriate permissions.	<p>To verify service properties:</p> <ol style="list-style-type: none"> 1 From the Start menu, select Run and type <code>services.msc</code>. Click OK. 2 Right-click HP Quality Center Synchronizer and select Properties. In the Log On tab, verify that the account listed is an administrator user. 3 Verify that the password was typed correctly.
The service account has appropriate permissions.	Verify that the user account you entered during server configuration has permissions to log on as a service. For more information, see "Verifying User Permissions for Service Logon" on page 25.
PostgreSQL is installed.	Verify that PostgreSQL is listed in Windows Add or Remove Programs.
PostgreSQL is running.	<p>To verify that the PostgreSQL service is running:</p> <ol style="list-style-type: none"> 1 From the Start menu, select Run and type <code>services.msc</code>. Click OK. 2 Verify that PostgreSQL Database Server 8.3 is listed.

Cannot Connect to an Endpoint

If the Synchronizer cannot connect to one of the endpoints, you can use script files provided by the Synchronizer to check that the endpoint's API is functioning properly.

To check connectivity to an endpoint:

- 1 Navigate to the `<Quality Center Synchronizer installation directory>\bin` directory and locate the appropriate file for the endpoint. The following files are available:

- `checkCqConnectivity.vbs` for a Rational ClearQuest endpoint

- ▶ **checkQcConnectivity.vbs** for a Quality Center endpoint
 - ▶ **checkRpConnectivity.vbs** for a Rational RequisitePro endpoint
- 2** Edit the relevant script file to include the connection properties for the endpoint. For more information on connection properties, see the appropriate appendix in the *HP Quality Center Synchronizer User Guide*.
 - 3** Double-click the script file. If connection is successful, a confirmation message displays.